

Case Number: 19159

Status: Resolved

Tags:

Request Type: Complaint

Customer: [REDACTED]
external customer
Las Vegas NV 89
703-[REDACTED]
[REDACTED]

Location of Request: Las Vegas NV 89
Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Phone

Submitted By: [REDACTED]
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: COMPLAINT/ CUSTOMER
SERVICE>Customer Service; No Answer;
Phones Region 1 (Region 1)

Secondary Owner: Richards, Rosanne

Date/Time Created: 04/17/2018 14:50

Date/Time Closed: 04/26/2018 07:22

Original Request

Caller: [REDACTED]
Tel: [REDACTED]
E-mail: [REDACTED]
[REDACTED]
School: Spring Valley High School

The caller contacted the Superintendent's Office regarding his concern. The caller stated that he contacted the school requesting a ticket to attend his [REDACTED] graduation at The Orleans on May 25, 2018. The caller stated he requested to speak with the principal but received a call from the office manager who was not able to provide him any information. The caller would like a return call regarding his concern. The caller stated that due to the hour difference a message can be left on his phone with information on who he can contact regarding his concern.

Customer Communications *

No records of communication activities found

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter Note	Date
Appleyard, Nancy No	Subject: New notes have been added to case #19159 TO: barkel@nv.ccsd.net CC: BCC: Attachments: Enrollment History https://clients.comcate.com/viewAttachment.php?id=SmFCZFVWTHlaU2o1UWhqR0JYUDF5ZXFTGhodEJ5ZWZJSHVOU0F2cExzST0= Appleyard sent the following e-mail to [REDACTED]: Good afternoon, Thank you for sending the requested documentation. After reviewing your [REDACTED] school records, it is evident that [REDACTED] is not a student in the Clark County School District. Please refer to the attached enrollment history. [REDACTED] has not attended a Clark County School District school since the 2013-2014 school year. Please let me know if you have further questions. >>>> Attachments	04/23/18 16:17
Appleyard, Nancy No	Subject: New notes have been added to case #19159 TO: barkel@nv.ccsd.net	04/23/18 16:15

CC:
BCC:
Attachments:

Rosanne Richards attempted to contact [REDACTED]. His phone did not allow incoming messages longer than a couple seconds. [REDACTED] called back this afternoon. Rosanne Richards notified him that she had received his concern and was working with Nancy regarding his request.

Nancy Appleyard

Administrative Secretary I

Performance Zone 12

*Barker, Lucretia No

Subject: Continuation of resolved case 19159

04/23/18 07:35

TO: barkel@nv.ccsd.net, LARSEBK@nv.ccsd.net

CC: richare@nv.ccsd.net, applenm@nv.ccsd.net

BCC:

Attachments:

Hello,

We have received the attached complaint which is a continuation of a concern that had previously been marked resolved. Please provide an update for the case and let me know if I can mark this case as resolved. Please respond directly to this email so that your response can be updated in Comcate.

Thank you.

Christie Barker, Office Assistant

Academic Unit

5100 West Sahara Avenue

Las Vegas, NV 89146

Phone: 702-799-5475

WAN: 0015-5565

Fax: 702-799-5199

barkel@nv.ccsd.net

CASE ID#: 19159

Linked Case: <https://clients.comcate.com/rep/caseDetail.php?id=1331161>

Customer: [REDACTED]

Performance Zone: PZ12

School Name: Spring Valley HS

Student: [REDACTED]

Student ID:

Phone: [REDACTED]

Email: [REDACTED]

Original Request:

*Lopez, Maricelia No Subject: New notes have been added to case #19159 04/20/18 12:58
TO: applenm@nv.ccsd.net
CC: barkel@nv.ccsd.net
BCC:
Attachments:

The caller contacted the Superintendent's Office regarding his request to receive a graduation ticket to attend his [REDACTED] graduation. The caller will e-mail a copy of his [REDACTED] birth certificate to Nancy Appleyard and myself. The caller is requesting his concern be resolved as soon as possible.

Maricelia Lopez
Administrative Secretary II
Office of the Superintendent
Clark County School District
5100 West Sahara Avenue
Las Vegas, NV 89146
Tel: 702-799-5310
Fax: 702-799-5125

*Cruz, VaNessa No Subject: New notes have been added to case #19159 04/20/18 09:07
TO: applenm@nv.ccsd.net
CC: barkel@nv.ccsd.net
BCC:
Attachments:

[REDACTED] contacted the Office of the Superintendent indicating he has a personal issue with the principal and staff at Spring Valley High School. [REDACTED] stated his [REDACTED] is a senior at Spring Valley High School and would like to surprise [REDACTED] by attending [REDACTED] graduation. [REDACTED] alleged he contacted Spring Valley to obtain the graduation date and a ticket to the graduation so that he can see his [REDACTED] graduate. [REDACTED] stated the office manager posed as the principal and told him that they are unable to provide him any information due to FERPA.

Appleyard, Nancy No Subject: New notes have been added to case #19159 04/19/18 14:29
TO: barkel@nv.ccsd.net
CC:
BCC:
Attachments:

4/18/18: Appleyard spoke with [REDACTED] regarding his concerns. She will follow up with the staffing customer service concern. In regards to the graduation tickets: [REDACTED] is not included on the birth certificate the school district has on file for [REDACTED] nor did the mother include him on the enrollment paperwork. Appleyard advised [REDACTED] that that is why we are unable to give him any information. [REDACTED] stated that he would send Appleyard a copy of his driver's license and a copy of the birth certificate. [REDACTED] called back to state that he didn't have a copy of the birth certificate and asked if he could send a copy of the court papers instead. Appleyard advised him that she would take whatever paperwork he sends to our legal counsel for advise. [REDACTED] stated that he is a government contractor and the papers he sends are federal documents so they should be proof he is the father. Appleyard stated that once received, she will share the documents with the legal department for direction. [REDACTED] stated that he would e-mail the documents. As of 4/19/18, Appleyard has not received the documents.

Nancy Appleyard
Administrative Secretary I

Performance Zone 12

*Barker, Lucretia No Subject: New Comcate Case #19159 04/17/18 15:17
TO: barkel@nv.ccsd.net, LARSEBK@nv.ccsd.net
CC: richare@nv.ccsd.net, applenm@nv.ccsd.net
BCC:
Attachments:

Hello,

On behalf of Dr. Barton, please address the following concern received in the Superintendent's Office. Please send your response to Rosanne Richards and copy myself at which time the concern can be closed.

Thank you.

Christie Barker, Office Assistant

Academic Unit

5100 West Sahara Avenue

Las Vegas, NV 89146

Phone: 702-799-5475

WAN: 0015-5565

Fax:702-799-5199

Barkel@nv.ccsd.net

CASE ID#: 19159

Customer: [REDACTED]

Performance Zone: PZ12

School Name: Spring Valley HS

Student:

Student ID:

Phone: [REDACTED]

Email: [REDACTED]

Original Request

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Collaborator	Carrero, Elizabeth	carreea@nv.ccsd.net	702-799-

Collaborator	West, Carmen	westcl@nv.ccsd.net	
Collaborator	*Cruz, VaNessa	cruzvm@nv.ccsd.net	702-799-5310
Collaborator	*Lopez, Maricelia	lopezm2@nv.ccsd.net	702-799-5310 ext.5517
Collaborator	Appleyard, Nancy	applenm@nv.ccsd.net	702-799-2668
Collaborator	Dungo, Vanessa	dungov@nv.ccsd.net	
Submitter	*Lopez, Maricelia	lopezm2@nv.ccsd.net	702-799-5310 ext.5517
Case Supporter 1	Larsen-Mitchell, Brenda	LARSEBK@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
04/23/2018 16:17	Enrollment History		Appleyard, Nancy	2.8 KB
04/23/2018 14:52	██████████ ID		*Lopez, Maricelia	459.7 KB
04/23/2018 07:32	██████████ z 4.23.18 email		*Barker, Lucretia	127.7 KB
04/20/2018 14:38	██████████ -Birth Certificate		*Lopez, Maricelia	1.8 MB

Activity History

Date	Event	Who	Description	Link
04/26/2018 07:22	Change Status	*Barker, Lucretia	Change status from: Pending to: Resolved	N/A
04/23/2018 14:52	Add Attachment	*Lopez, Maricelia	Case file titled '██████████ ID' dated 2018-04-23 21:52:07 added.	N/A
04/23/2018 07:32	Change Status	*Barker, Lucretia	Change status from: Resolved to: Pending	N/A
04/23/2018 07:32	Add Attachment	*Barker, Lucretia	Case file titled '██████████ 4.23.18 email' dated 2018-04-23 14:32:11 added.	N/A
04/20/2018 14:38	Add Attachment	*Lopez, Maricelia	Case file titled '██████████ -Birth Certificate' dated 2018-04-20 21:38:50 added.	N/A
04/20/2018 11:48	Change Status	*Barker, Lucretia	Change status from: Pending to: Resolved	N/A
04/17/2018 15:17	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
04/17/2018 15:12	Remove Collaborator	*Barker, Lucretia	Removed Brianna Mills as a case collaborator.	N/A
04/17/2018 15:12	Add Collaborator	*Barker, Lucretia	Added Nancy Appleyard as a case collaborator.	N/A
04/17/2018 14:50	Case Assignment Rule Used	*Lopez, Maricelia	Rule: Customer Service; No Answer; Phones	N/A

Case Number: 18374




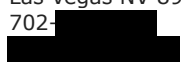
Status: Resolved


Tags:

Request Type: Complaint

Customer:

Location of Request: Las Vegas NV 89

  
external customer
Las Vegas NV 89
702-

 Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Email

Submitted By: Dungo, Vanessa
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: BULLYING/STUDENT HEALTH &
SAFETY>Campus Security; Safety; Student
Safety; School Zone; Bullying Region 1
(Region 1)

Secondary Owner: Richards, Rosanne



Date/Time Created: 02/20/2018 11:55




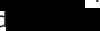
Date/Time Closed: 03/29/2018 07:37

Original Request

Name: 
Phone: 702-
E-mail: 

Sir,

I respectfully wanted to bring to your attention the Inappropriate Behavior of one of your CCSD Employees, ,
 Spring Valley High School!

On, or about 11 February 2018,  from Spring Valley High School Tweeted the following message from  official Twitter page, which lists  as a Parent and  in the CCSD. (See actual Tweets attached above!)

"How much do we ALL wanna see the Lady Grizzlies pound Gorman on Thursday? Seriously love when Title I, public schools step up and whoop the private schools (Gorman & Faith) who are allowed to recruit w/ impunity..."

In your 2017-2018 CCSD Back to School REPORTER, your district stated the following:

BULLYING

The Clark County School District is committed to providing a safe, secure and respectful learning environment for all students and employees in all district facilities and school-sponsored events. CCSD responds promptly and takes a strong stance against bullying and cyberbullying. Under NRS 388.122, "bullying" means written, verbal or electronic expressions or physical acts or gestures, or any combination thereof, that are directed at a person or group of persons, or a single severe and willful act or expression that is directed at a person or group of persons. (See page 13 in the Legal Notices section for the full definition of bullying.) Under NRS 388.123, "cyberbullying" means bullying through the use of electronic communication. The term includes the use of electronic

communication to transmit or distribute a sexual image of a minor.

As a proud parent of children who attend both Bishop Gorman High School, as well as three more children in the Clark County School District, I am appalled, disgusted and simply disappointed in the classless, unprofessional and blatant cyber-bullying by one of your own leaders! How can we expect own children to adhere to your guidance on bullying if one of your own [REDACTED] stoops to this level to attack another sports opponent? My [REDACTED] who attends Gorman is a 3-Sport student athlete who worked [REDACTED] tail off in the CCSD elementary and middle school system to be considered for acceptance into Gorman. [REDACTED] sister led the exact same path, to be accepted into the CCSD High School system, and I am damn proud of them both.

The accusations of Recruiting against Faith and Gorman are insulting, inflammatory and 100% unprofessional. I would hope you and the members of our school board would feel the same, and see this as blatant Cyber-Bullying.

Every sports event I attend in the CCSD, the announcers talk about Sportsmanship, Respect and Class! This [REDACTED] seems to ignore all of that, and gains joy and pleasure in seeing our private schools suffer defeat! Was my trust in the CCSD misguided, if [REDACTED] like this are allowed to act and represent their schools and your District in such a hostile manner!

To use his own words, will [REDACTED] actions go with impunity, or will [REDACTED] be held accountable to NRS 388.123 as well? What is your standard of expectation for your faculty and staff? Will [REDACTED] continue to be allowed to attack our private schools here in Las Vegas? Time shall tell, but I respectfully believe that he owes the Faculty, Students and Staff at both Faith and Bishop Gorman a Public Letter of Apology, at a minimum! [REDACTED] also needs to be held accountable under NRS 388.123! I realize and respect your methods of discipline within the CCSD, but this man chose to take this battle Public, by posting this on his Public Twitter Page, where [REDACTED] lists [REDACTED] as one of your CCSD [REDACTED]

Again, I am the proud parent of 3 children in the CCSD, but I would NEVER allow any of my children to attend Spring Valley High School with this unprofessional in charge! [REDACTED] may not care, but as a parent who invests the future of my children in their education, I care more than anyone else in this world.

I plan on addressing my concerns with the Office of the Governor, the CCSD Board of Trustees, as well as with members of the Media here in town, to get their take on this! But I won't take those steps until I hear back from you and your office. I appreciate your time, consideration and swift action, and look forward to hearing from you soon!

Very Respectfully,

[REDACTED]

[REDACTED]

Parent, CCSD and Bishop Gorman HS

702-[REDACTED]

[REDACTED]

TO: [REDACTED]
CC:
BCC:
Date: 02/21/2018
Subject: RE: Clark County School District case number 18374

Good morning,

Superintendent Skorkowsky has asked me to respond to your e-mail. I have forwarded your e-mail to the Academic Unit for their review and investigation into your concerns. The Academic Unit directly supervises Spring Valley High School and will be able to assist you. Additionally, the Academic Unit may be contacted via telephone at (702) 799-5475.

Thank you for contacting the Office of the Superintendent.

Joe Caruso
Special Assistant to the Superintendent/
Liaison to the Board of School Trustees
Office of the Superintendent
Clark County School District
5100 W. Sahara Avenue
Las Vegas, Nevada 89146
Tele: 702.799.5310
Fax: 702.799.5125
E-mail: carusjj@nv.ccsd.net

On 02/20/2018, Mark Smith wrote:

Name: [REDACTED]
Phone: 702-[REDACTED]
E-mail: [REDACTED]

Sir,

I respectfully wanted to bring to your attention the Inappropriate Behavior of one of your CCSD Employees, [REDACTED] Spring Valley High School!

On, or about 11 February 2018, the [REDACTED] from Spring Valley High School Tweeted the following message from [REDACTED] official Twitter page, which lists [REDACTED] as a Parent and [REDACTED] in the CCSD. (See actual Tweets attached above!)

"How much do we ALL wanna see the Lady Grizzlies pound Gorman on Thursday? Seriously love when Title I, public schools step up and whoop the private schools (Gorman & Faith) who are allowed to recruit w/ impunity..."

In your 2017-2018 CCSD Back to School REPORTER, your district stated the following:

BULLYING

The Clark County School District is committed to providing a safe, secure and respectful learning environment for all students and employees in all district facilities and school-sponsored events. CCSD responds promptly and takes a strong stance against bullying and cyberbullying. Under NRS 388.122, "bullying" means written, verbal or electronic expressions or physical acts or gestures, or any combination thereof, that are directed at a person or group of persons, or a single severe and willful act or expression that is directed at a person or group of persons. (See page 13 in the Legal Notices section for the full definition of bullying.) Under NRS 388.123, "cyberbullying" means bullying through the use of electronic communication. The term includes the use of electronic communication to transmit or distribute a sexual image of a minor.

As a proud parent of children who attend both Bishop Gorman High School, as well as three more children in the Clark County School District, I am appalled, disgusted and simply disappointed in the classless, unprofessional and blatant cyber-bullying by one of your own leaders! How can we expect own children to adhere to your guidance on bullying if one of your own [REDACTED] stoops to this level to attack another sports opponent? My [REDACTED] who attends Gorman is a 3-Sport student athlete who worked [REDACTED] tail off in the CCSD elementary and middle school system to be considered for acceptance into Gorman. [REDACTED] sister led the exact same path, to be accepted into the CCSD High School system, and I am damn proud of them both.

The accusations of Recruiting against Faith and Gorman are insulting, inflammatory and 100% unprofessional. I would hope you and the members of our school board would feel the same, and see this as blatant Cyber-Bullying.

Every sports event I attend in the CCSD, the announcers talk about Sportsmanship, Respect and Class! This [REDACTED] seems to ignore all of that, and gains joy and pleasure in seeing our private schools suffer defeat! Was my trust in the CCSD misguided, if [REDACTED] like this are allowed to act and represent their schools and your District in such a hostile manner!

To use [REDACTED] own words, will [REDACTED] actions go with impunity, or will [REDACTED] be held accountable to NRS 388.123 as well? What is your standard of expectation for your faculty and staff? Will [REDACTED] continue to be allowed to attack our private schools here in Las Vegas? Time shall tell, but I respectfully believe that [REDACTED] owes the Faculty, Students and Staff at both Faith and Bishop Gorman a Public Letter of Apology, at a minimum! [REDACTED] also needs to be held accountable under NRS 388.123! I realize and respect your methods of discipline within the CCSD, but this [REDACTED] chose to take this battle Public, by posting this on his Public Twitter Page, where [REDACTED] lists [REDACTED] as one of your CCSD [REDACTED].

Again, I am the proud parent of 3 children in the CCSD, but I would NEVER allow any of my children to attend Spring Valley High School with this unprofessional in charge! [REDACTED] may not care, but as a parent who invests the future of my children in their education, I care more than anyone else in this world.

I plan on addressing my concerns with the Office of the Governor, the CCSD Board of Trustees, as well as with members of the Media here in town, to get their take on this! But I won't take those steps until I hear back from you and your office. I appreciate your time, consideration and swift action, and look forward to hearing from you soon!

Very Respectfully,

Parent, CCSD and Bishop Gorman HS

702-

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter	Note	Date
*Barker, Lucretia	No	Subject: New notes have been added to case #18374 TO: barkel@nv.ccsd.net CC: BCC: Attachments: Mr. Smith is scheduled to meet with Dr. Barton on 3/8/18.	03/02/18 15:03
*Barker, Lucretia	No	Subject: New Comcate Case #18374 TO: LARSEBK@nv.ccsd.net CC: richare@nv.ccsd.net, applenm@nv.ccsd.net, barkel@nv.ccsd.net BCC: Attachments: Hello, On behalf of Dr. Barton, please address the following concern received in the Superintendent's Office. Please send your response to Rosanne Richards and copy myself at which time the concern can be closed. Thank you. Christie Barker, Office Assistant Academic Unit 5100 West Sahara Avenue Las Vegas, NV 89146 Phone: 702-799-5475 WAN: 0015-5565 Fax:702-799-5199 Barkel@nv.ccsd.net CASE ID#: 18374 Customer: Performance Zone: PZ 12	02/21/18 15:38

School Name: Spring Valley HS

Student:

Student ID:

Phone: 702- [REDACTED]

Email: [REDACTED]

Original Request

Tasks

[Close task](#) [Due](#) [Subject](#) [Assigned By](#) [Assigned To](#) [Status](#)

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Collaborator	Appleyard, Nancy	applenm@nv.ccsd.net	702-799-2668
Past Owner	Caruso, Joe	carusjj@nv.ccsd.net	(702) 799-5830
Past Owner	Dungo, Vanessa	dungov@nv.ccsd.net	
Submitter	Dungo, Vanessa	dungov@nv.ccsd.net	
Case Supporter 1	Larsen-Mitchell, Brenda	LARSEBK@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
03/29/2018 07:36	Decision		*Barker, Lucretia	653.8 KB
03/12/2018 07:37	18374	B. Larsen Mitchell e-mail	*Barker, Lucretia	107.4 KB
02/22/2018 12:59	E-mail from [REDACTED]	02.21.18	Caruso, Joe	244.9 KB
02/20/2018 11:56	[REDACTED]	02.14.18	Dungo, Vanessa	327.1 KB

Activity History



Date	Event	Who	Description	Link
03/29/2018 07:37	Change Status	*Barker, Lucretia	Change status from: Pending to: Resolved	N/A
03/29/2018 07:37	Add Attachment	*Barker, Lucretia	Case file titled 'Decision' dated 2018-03-29 14:36:59 added.	N/A
03/12/2018 07:37	Add Attachment	*Barker, Lucretia	Case file titled '18374' dated 2018-03-12 14:37:05 added.	N/A
02/22/2018 12:59	Add Attachment	Caruso, Joe	Case file titled 'E-mail from [REDACTED] 02.21.18' dated 2018-02-22 20:59:54 added.	N/A
02/21/2018 15:38	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
02/21/2018 15:37	Add Collaborator	*Barker, Lucretia	Added Nancy Appleyard as a case collaborator.	N/A
02/21/2018 09:12	Reassign Secondary	Caruso, Joe	Secondary Owner reassigned from Dungo, Vanessa to Richards, Rosanne	N/A
02/21/2018 09:12	Reassign Primary	Caruso, Joe	Primary Owner reassigned from Caruso, Joe to Barker, Lucretia	N/A
02/20/2018 11:56	Add Attachment	Dungo, Vanessa	Case file titled [REDACTED] 02.14.18' dated 2018-02-20 19:56:28 added.	N/A



Case Number: 18107

Status: Resolved

Tags:

Request Type: Question

Customer:  external customer
Las Vegas NV 89


Location of Request:  Las Vegas NV 89
 Trustee District: District F
test: None

Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Email

Submitted By: Chrapcynski, Lisa
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: SCHOOL AND DISTRICT
INFORMATION>Academic Achievement;
Student Performance; School Performance
Region 1 (Region 1)

Secondary Owner: Richards, Rosanne





Date/Time Created: 01/29/2018 11:07

Date/Time Closed: 02/09/2018 15:25





Original Request

The office of the Board of School Trustees, to the attention of Trustee Edwards received the below email.

Board of School Trustees c/o Trustee Edwards

Dear Board Member Edwards, I am . I am currently the News  of "The Grizzly Growler" at Spring Valley HS. We currently have an asphalt next to our school and i have read of CCSD's involvement and I wanted to know if I could ask you a few questions regarding the action CCSD plans to take so I could include it in my article. if you could please give me a call at your earliest continece at (702)  it would be much appreciated. Thank You again!


Customer Communications *

From	Text	Date
Chrapcynski, Lisa	Log Communication Type: Email Subject: Email communication logged for case 18107 TO: richare@nv.ccsd.net, millsb@nv.ccsd.net, barkel@nv.ccsd.net CC: krohnc@nv.ccsd.net, chrapll@nv.ccsd.net BCC: The office of the Board of School Trustees, to the attention of Trustee Edwards received the below email. Board of School Trustees c/o Trustee Edwards Dear Board Member Edwards, I am  I am currently the News  of "The Grizzly Growler" at Spring Valley HS. We currently have an asphalt next to our school and i have read of CCSD's involvement and I wanted to know if I could ask you a few questions regarding the action CCSD plans to take so I could include it in my article. if you could please give me a call at your earliest continece at (702)  it would be much appreciated. Thank You again! 	01/29/2018 11:08

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter	Note	Date
*Barker, Lucretia	No	Subject: New notes have been added to case #18107 TO: richare@nv.ccsd.net CC: barkel@nv.ccsd.net	02/05/18 08:30

BCC:
Attachments:

Hello Rosanne,

Can you please respond to this concern, and let me know when I can mark this case as resolved.

Thank you,

Christie Barker, Office Assistant

Academic Unit

5100 West Sahara Avenue

Las Vegas, NV 89146

Phone: 702-799-5475

WAN: 0015-5565

Fax: 702-799-5199

Barkel@nv.ccsd.net

CASE ID#: 18107

Customer: [REDACTED]

Performance Zone: PZ12

School Name: Spring Valley HS

Student:

Student ID:

Phone:

Email: [REDACTED]

Original Request

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Collaborator	Mills, Brianna	millsb@nv.ccsd.net	
Submitter	Chrapcynski, Lisa	chrapll@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
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02/09/2018 15:25	Response		*Barker, Lucretia	90.0 KB
01/29/2018 11:07	The Asphalt Pit next to Spring Valley HS	Ask a few questions regarding the action CCSD plans to take	Chrapcynski, Lisa	11.8 KB



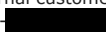
Activity History				
Date	Event	Who	Description	Link
02/09/2018 15:25	Change Status	*Barker, Lucretia	Change status from: Pending to: Resolved	N/A
02/09/2018 15:25	Add Attachment	*Barker, Lucretia	Case file titled 'Response' dated 2018-02-09 23:25:34 added.	N/A
01/30/2018 07:57	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
01/29/2018 11:07	Case Assignment Rule Used	Chrapcynski, Lisa	Rule: Academic Achievement; Student Performance; School Performance	N/A


Case Number: 18121

Status: Resolved

Tags: Palo Verde HS


Request Type: Complaint

Customer: 
 external customer
702-

Location of Request:  Palo Verde High School
333 S Pavilion Center Dr Las Vegas NV
89144
Trustee District: None
test: None

Case is associated to: 

Facility: N/A

Student ID: 

Name of member's school: Palo Verde High School

Preferred Contact Method: Phone

Submitted By: *Morrisett, Heidi
employee

Primary Owner: *Morrisett, Heidi

Submission Channel: Citizen mobile app


Topic: DISCIPLINE>Alternative Programs;
Discipline; Expulsion (Education Services
Division)






Secondary Owner: *Morrisett, Heidi



Date/Time Created: 01/30/2018 09:22

Date/Time Closed: 02/01/2018 15:02

Original Request

 states the following:

- School, (AP Lovell), will reverse the expulsion if student is withdrawn, by parent, from Palo Verde and registered at another school, adult ed or online school.
- Parent tried to get student into Spring Valley, however, Spring Valley has never heard of an expulsion being removed on the grounds of the student moving to another school.
- Student was expelled for fighting, yet is a victim of bullying at the same time. Parent doesn't understand how this is possible.
- His  was threatened by another student, in front of a security officer named CJ, security officer did nothing, then  son involved in a fight
-  claims  wasn't even at school on the day of the fight, however,  was seen in the cafeteria at the time of the fight.
- Parent contacted school police and was told by school police, 'threats mean nothing'

 stated his desired resolution was to get his child into school and the  be reprimanded for lying.

Explained policy & procedure regarding expulsion and directed to Pupil Personnel Services.

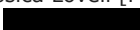
Customer Communications *

No records of communication activities found

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter	Note	Date
sweikds@nv.ccsd.net	No	To: Heidi Morrisett <r+1305888@comcate.com> Cc: "Jessica Lovell [Palo Verde HS]" <loveljl3@nv.ccsd.net> Subject: Re:  case #18121	01/30/18 10:25

This is not accurate. We will be submitting the expulsion packet due to the expellable infraction. Because this child is old enough and cannot graduate from Palo due to credit deficiency, we said we would reconsider if the child enrolled in Adult Ed. Not any other school. Jessica was very clear about this. We will just submit the packet to Tammy and she will

probably make the same offer.

On Tue, Jan 30, 2018 at 9:24 AM, Heidi Morrisett
<contactccsd@comcate.com>
wrote:

> FYI.....
>
> Just giving you a heads up about the parent call below.
>
>
> Heidi Morrisett
> Performance Zone 1
>
> Original Request
>
> [REDACTED] states the following:
>
> - School, (AP Lovell), will reverse the expulsion if student is withdrawn,
> by parent, from Palo Verde and registered at another school, adult ed or
> online school.
>
> - Parent tried to get student into Spring Valley, however, Spring Valley
> has never heard of an expulsion being removed on the grounds of the
> student
> moving to another school.
>
> - Student was expelled for fighting, yet is a victim of bullying at the
> same time. Parent doesn't understand how this is possible.
>
> - His [REDACTED] was threatened by another student, in front of a security
> officer named CJ, security officer did nothing, then [REDACTED] son involved in a
> fight
>
> - [REDACTED] claims [REDACTED] wasn't even at school on the day of the fight, however,
> [REDACTED] was seen in the cafeteria at the time of the fight.
>
> - Parent contacted school police and was told by school police, 'threats
> mean nothing'
>
> [REDACTED] stated his desired resolution was to get his child into school
> and the [REDACTED] be reprimanded for lying.
>
> Explained policy & procedure regarding expulsion and directed to Pupil
> Personnel Services.
>
>

--
Darren Sweikert, Principal
Palo Verde High School
(702)799-1450

*Morrisett, Heidi	No	Subject: [REDACTED] #18121 TO: morrih@nv.ccsd.net, SWEIKDS@nv.ccsd.net CC: KLAFTAL@nv.ccsd.net BCC: Attachments:	01/30/18 09:23
FYI.....			
Just giving you a heads up about the parent call below.			
Heidi Morrisett			
Performance Zone 1			

Tasks

Close task	Due	Subject	Assigned By	Assigned To	Status
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Case Contacts

<i>Role</i>	<i>Name</i>	<i>Email</i>	<i>Phone</i>
Primary Owner	*Morrisett, Heidi	morrih@nv.ccsd.net	702-799-1719 x5316
Secondary Owner	*Morrisett, Heidi	morrih@nv.ccsd.net	702-799-1719 x5316
Past Owner	Malich, Tammy	malicta@nv.ccsd.net	
Past Owner	*Bennett, Jo-Lene	bennejs1@nv.ccsd.net	702-855-8965
Submitter	*Morrisett, Heidi	morrih@nv.ccsd.net	702-799-1719 x5316
Case Supporter 1	Sweikert, Darren	SWEIKDS@nv.ccsd.net	
Case Supporter 2	Klafter-Rakita, Andrea	KLAFTAL@nv.ccsd.net	

Attachments

No attachments found

Activity History

<i>Date</i>	<i>Event</i>	<i>Who</i>	<i>Description</i>	<i>Link</i>
02/01/2018 15:02	Change Status	*Morrisett, Heidi	Change status from: Pending to: Resolved	N/A
01/30/2018 09:23	Change Status	*Morrisett, Heidi	Change status from: New to: Pending	N/A
01/30/2018 09:22	Reassign Primary	*Morrisett, Heidi	Primary Owner reassigned from Bennett, Jo-Lene to Morrisett, Heidi	N/A
01/30/2018 09:22	Reassign Secondary	*Morrisett, Heidi	Secondary Owner reassigned from Malich, Tammy to Morrisett, Heidi	N/A
01/30/2018 09:22	Case Assignment Rule Used	*Morrisett, Heidi	Rule: Alternative Programs; Discipline; Expulsion	N/A

Case Number: 17848

Status: New

Tags: Public Speaker RBM 01.11.18

Request Type: Appointment

Customer:

Location of Request: Las Vegas NV 89



external customer



Facility: N/A

Henderson NV

702-

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Phone

Submitted By: *Herrera, Norma
employee

Primary Owner: Krohn, Cindy

Submission Channel: Citizen mobile app

Topic: BOARD OF TRUSTEES>Board Meetings
(Office of the Board of School Trustees)

Secondary Owner: Chrapcynski, Lisa

Date/Time Created: 01/10/2018 10:56

Date/Time Closed:

Original Request

RBM 01.11.18

2.01 Public Comment Period - Wells Cargo Asphalt Plan in Spring Valley HS

Customer Communications *

No records of communication activities found

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

No records for internal activities found

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	Krohn, Cindy	krohnc@nv.ccsd.net	
Secondary Owner	Chrapcynski, Lisa	chrapll@nv.ccsd.net	
Submitter	*Herrera, Norma	herren@nv.ccsd.net	

Attachments

No attachments found

Activity History

Date	Event	Who	Description	Link
01/10/2018 10:56	Case Assignment Rule Used	*Herrera, Norma	Rule: Board Meetings	N/A

Case Number: 17831

Status: New

Tags: Public Speaker RBM 01.11.18

Request Type: Appointment

Customer:



external customer

Las Vegas NV

702-

Location of Request:  Las Vegas NV 89

Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Phone

Submitted By: Edmond, Jeanetta
employee

Primary Owner: Krohn, Cindy

Submission Channel: Citizen mobile app

Topic: BOARD OF TRUSTEES>Board Meetings
(Office of the Board of School Trustees)

Secondary Owner: Chrapcynski, Lisa

Date/Time Created: 01/09/2018 09:49

Date/Time Closed:

Original Request

RBM 01.11.18
2.01 PUBLIC COMMENT PERIOD - Air quality at Spring Valley HS

Customer Communications *

No records of communication activities found

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

No records for internal activities found

Tasks

Close task	Due	Subject	Assigned By	Assigned To	Status
------------	-----	---------	-------------	-------------	--------

Case Contacts

Role	Name	Email	Phone
Primary Owner	Krohn, Cindy	krohncc@nv.ccsd.net	
Secondary Owner	Chrapcynski, Lisa	chrapll@nv.ccsd.net	
Submitter	Edmond, Jeanetta	hawthjd@nv.ccsd.net	

Attachments

No attachments found

Activity History

Date	Event	Who	Description	Link
01/09/2018 09:49	Case Assignment Rule Used	Edmond, Jeanetta	Rule: Board Meetings	N/A

Case Number: 17311

Status: Resolved

Tags: Spring Valley HS

Request Type: Complaint

Customer:



external customer
Las Vegas NV



Location of Request:



Spring Valley High School
3750 S Buffalo Dr Las Vegas NV 89147
Trustee District: None
test: None

Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Email

Submitted By: Dungo, Vanessa
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: SCHOOL AND DISTRICT
INFORMATION>Athletic Eligibility; Sports
(Curriculum, Instruction, and Assessment
Unit)

Secondary Owner: Richards, Rosanne

Date/Time Created: 11/27/2017 09:49

Date/Time Closed: 12/08/2017 14:55

Original Request

Hello Sir , I am a parent at Spring Valley High School. My [REDACTED] is on the [REDACTED] Team. I don't know if you are aware of the problems that have been going on this year. All of our cheer coaches were fired . We were lucky enough to have two wonderful women step up and keep the cheer program going . Unfortunately the JV team was not so lucky . The [REDACTED] that took over is not so wonderful. There are alot of parents and kids that are very upset and concerned. I would like to speak with you in person about these issues. JV started with 25 girls and are down to 8 members. I am wondering why our administration has not asked why. I am taking a big risk by contacting you. I am an ccsd employee and fear that if certain people find out I contacted you my job will be in jeopardy. But as a mother I can't watch this program be hurt anymore just because of one [REDACTED]. I thank you in advance for your help in this situation. I can provide proof of what I have to tell you. Please , please contact me so I can make an appointment to speak with you.

Sincerely , [REDACTED]

Name: [REDACTED]
Email: [REDACTED]
School: Spring Valley HS
PZ: 12

Customer Communications *

From	Text	Date
Appleyard, Nancy	Send an Email	12/05/2017 13:59

TO: [REDACTED]
CC:
BCC:
Date: 12/05/2017
Subject: RE: Clark County School District case number 17311

Good afternoon,
Please contact the Performance Zone 12 office at 702-799-2640 so that I can gather additional information to assist in resolving your concern. Thank you.

Nancy Appleyard
Performance Zone 12
702-799-2640 x 5690

Nancy Appleyard
Administrative Secretary I
Performance Zone 12

On 11/27/2017, Anna Martin wrote:

Hello Sir , I am a parent at Spring Valley High School. My [REDACTED] on the [REDACTED] Team. I don't know if you are aware of the problems that have been going on this year. All of our cheer coaches were fired . We were lucky enough to have two wonderful women step up and keep the cheer program going . Unfortunately the JV team was not so lucky . The [REDACTED] that took over is not so wonderful. There are alot of parents and kids that are very upset and concerned. I would like to speak with you in person about these issues. JV started with 25 girls and are down to 8 members. I am wondering why our administration has not asked why. I am taking a big risk by contacting you. I am an ccisd employee and fear that if certain people find out I contacted you my job will be in jeopardy. But as a mother I can't watch this program be hurt anymore just because of one [REDACTED] . I thank you in advance for your help in this situation. I can provide proof of what I have to tell you. Please , please contact me so I can make an appointment to speak with you.

Sincerely , [REDACTED]

Name: [REDACTED]
Email: [REDACTED]
School: Spring Valley HS
PZ: 12

Appleyard, Nancy

Send an Email

11/30/2017 09:28

TO: [REDACTED]
CC:
BCC:
Date: 11/30/2017
Subject: RE: Clark County School District case number 17311

[REDACTED]
Please contact the Performance Zone 12 office at 702-799-2640, so that I can gather further information regarding your concern. Thank you.

Nancy Appleyard
Administrative Secretary I
Performance Zone 12

On 11/27/2017, Anna Martin wrote:

Hello Sir , I am a parent at Spring Valley High School. My [REDACTED] is on the [REDACTED] Team. I don't know if you are aware of the problems that have been going on this year. All of our cheer coaches were fired . We were lucky enough to have two wonderful women step up and keep the cheer program going . Unfortunately the JV team was not so lucky . The [REDACTED] that took over is not so wonderful. There are alot of parents and kids that are very upset and concerned. I would like to speak with you in person about these issues. JV started with 25 girls and are down to 8 members. I am wondering why our administration has not asked why. I am taking a big risk by contacting you. I am an ccisd employee and fear that if certain people find out I contacted you my job will be in jeopardy. But as a mother I can't watch this program be hurt anymore just because of one [REDACTED] . I thank you in advance for your help in this situation. I can provide proof of what I have to tell you. Please , please contact me so I can make an appointment to speak with you.

Sincerely , [REDACTED]

Name: [REDACTED]
Email: [REDACTED]
School: Spring Valley HS
PZ: 12

Caruso, Joe

Send an Email

11/28/2017 07:08

TO: [REDACTED]
CC:
BCC:
Date: 11/28/2017
Subject: RE: Clark County School District case number 17311

[REDACTED]
Superintendent Skorkowsky has asked me to respond to your e-mail. I have forwarded your e-mail to the Academic Unit for their review and investigation into your concerns. The Academic Unit directly supervises Spring Valley High School and will be able to assist you.
Thank you for contacting the Office of the Superintendent.

Joe Caruso
Special Assistant to the Superintendent/
Liaison to the Board of School Trustees
Office of the Superintendent
Clark County School District
5100 W. Sahara Avenue
Las Vegas, Nevada 89146
Tele: 702.799.5310
Fax: 702.799.5125
E-mail: jjcaruso@interact.ccsd.net

On 11/27/2017, Anna Martin wrote:

Hello Sir , I am a parent at Spring Valley High School. My [REDACTED] is on the [REDACTED] Team. I don't know if you are aware of the problems that have been going on this year. All of our cheer coaches were fired . We were lucky enough to have two wonderful women step up and keep the cheer program going . Unfortunately the JV team was not so lucky . The coach that took over is not so wonderful. There are alot of parents and kids that are very upset and concerned. I would like to speak with you in person about these issues. JV started with 25 girls and are down to 8 members. I am wondering why our administration has not asked why. I am taking a big risk by contacting you. I am an ccsc employee and fear that if certain people find out I contacted you my job will be in jeopardy. But as a mother I can't watch this program be hurt anymore just because of one man. I thank you in advance for your help in this situation. I can provide proof of what I have to tell you. Please , please contact me so I can make an appointment to speak with you.

Sincerely , [REDACTED]

Name: [REDACTED]
Email: [REDACTED]
School: Spring Valley HS
PZ: 12

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter	Note	Date
Appleyard, Nancy	No	Concern is being addressed at school level.	12/08/17 14:55
Larnerd, Tamathy (Tam)	Yes	To: r+1287706@comcate.com Cc:	12/07/17 14:48

Subject: Re: [REDACTED] SCHOOL AND DISTRICT
INFORMATION>Athletic Eligibility; Sports

Nancy Appleyard <r+1287706@comcate.com> writes:

>Dear Principal/Office Manager,
>Please refer to the below BULLYING concern regarding your school. Please
have a member of your administrative team contact the parent as soon as
possible and update me, 'reply sender', with any notes/resolution.
Parent/student information can be found
>below.
>
>Thank you,
>Nancy Appleyard, Instructional Services Unit
>
>Parent Information:
[REDACTED]
>702-[REDACTED]
>

We're on it. Gathering statements from students now.

Tam Larnerd, Principal

Spring Valley High School

702-799-2580 x4100

**NEW EMAIL ADDRESS AS OF 12/1/17: larnetc@nv.ccsd.net

The new three R's: Rigor, Relevance, and Relationships...

The information in this e-mail message may contain legally privileged and confidential information intended only for the use of the individual(s) or entity to which the transmission is addressed. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited. If you, the reader of this message, are not the intended recipient and have received this e-mail in error, please notify the sender by reply e-mail immediately, so that we can arrange for proper delivery, and then please delete the message from your inbox and destroy any hard copies printed.

Nancy Appleyard <r+1287706@comcate.com> writes:

>Dear Principal/Office Manager,
>Please refer to the below BULLYING concern regarding your school. Please have a member of your administrative team contact the parent as soon as possible and update me, 'reply sender', with any notes/resolution. Parent/student information can be found
>below.
>
>Thank you,
>Nancy Appleyard, Instructional Services Unit
>
>Parent Information:
>[REDACTED]
>702-[REDACTED]
>RE: [REDACTED]
>

We're on it. Gathering statements from students now.

Tam Larnerd, Principal
Spring Valley High School

702-799-2580 x4100

**NEW EMAIL ADDRESS AS OF 12/1/17: larnetc@nv.ccsd.net

The new three R's: Rigor, Relevance, and Relationships...

The information in this e-mail message may contain legally privileged and confidential information intended only for the use of the individual(s) or entity to which the transmission is addressed. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited. If you, the reader of this message, are not the intended recipient and have received this e-mail in error, please notify the sender by reply e-mail immediately, so that we can arrange for proper delivery, and then please delete the message from your inbox and destroy any hard copies printed.

Appleyard, Nancy	No	Subject: RE: Anna Maria Martin SCHOOL AND DISTRICT INFORMATION>Athletic Eligibility; Sports TO: lbarker@interact.ccsd.net, tcl937@interact.ccsd.net CC: BCC: Attachments:	12/06/17 08:58
<hr/>			
Dear Principal/Office Manager,			
Please refer to the below BULLYING concern regarding your school. Please have a member of your administrative team contact the parent as soon as possible and update me, 'reply sender', with any notes/resolution. Parent/student information can be found below.			

Thank you,
Nancy Appleyard, Instructional Services Unit

Parent Information:

[REDACTED]

702 [REDACTED]

RE: [REDACTED]

Nancy Appleyard
Administrative Secretary I
Performance Zone 12

Appleyard, Nancy	No	Subject: New notes have been added to case #17311 TO: lbarker@interact.ccsd.net CC: BCC: Attachments:	12/06/17 08:55
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[REDACTED] contacted the PZ 12 office on 12/5/17. Details of her concern were taken by Ms. Appleyard. Appleyard ensured [REDACTED] that someone from the school would be following up with her.

Appleyard contacted office manager, S. Reuben, with the details of the concern. She will share the information with appropriate admin.

Nancy Appleyard
Administrative Secretary I
Performance Zone 12

*Barker, Lucretia	No	Subject: Case #17311 TO: larsen@interact.ccsd.net CC: rerichards@interact.ccsd.net, nmappleyard@interact.ccsd.net, lbarker@interact.ccsd.net BCC: Attachments:	11/28/17 09:32
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Hello,

On behalf of Dr. Barton, please address the following concern received in the Superintendent's Office. Please send your response to Rosanne Richards and copy myself at which time the concern can be closed.

Thank you.

Christie Barker, Receptionist
Academic Unit
5100 West Sahara Avenue

Las Vegas, NV 89146

Phone: 702-799-5475

WAN: 0015-5565

Fax: 702-799-5199

Barkel@nv.ccsd.net

CASE ID#: 17311

Customer: [REDACTED]

Performance Zone: PZ12

School Name:

Student:

Student ID:

Phone:

Email: [REDACTED]

Original Request

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Collaborator	Appleyard, Nancy	applenm@nv.ccsd.net	702-799-2668
Past Owner	Caruso, Joe	carusjj@nv.ccsd.net	(702) 799-5830
Past Owner	Dungo, Vanessa	dungov@nv.ccsd.net	
Submitter	Dungo, Vanessa	dungov@nv.ccsd.net	
Case Supporter 1	Larsen-Mitchell, Brenda	LARSEBK@nv.ccsd.net	
Case Supporter 2	Larnerd, Tamathy (Tam)	LARNETC@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
11/27/2017 09:53	Martin, Anna 11.26.17		Dungo, Vanessa	13.0 KB

Activity History

Date	Event	Who	Description	Link
12/08/2017 14:55	Change Status	Appleyard, Nancy	Change status from: Pending to: Resolved	N/A
11/28/2017 09:32	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
11/28/2017 09:30	Add Collaborator	*Barker, Lucretia	Added Nancy Appleyard as a case collaborator.	N/A
11/28/2017 09:28	Change Case Location	*Barker, Lucretia	previous location: Las Vegas, NV 89 Performance Zone: Trustee District:	N/A
11/28/2017 07:08	Reassign Secondary	Caruso, Joe	Secondary Owner reassigned from Dungo, Vanessa to	N/A

Richards, Rosanne				
11/28/2017 07:08	Reassign Primary	Caruso, Joe	Primary Owner reassigned from Caruso, Joe to Barker, Lucretia	N/A
11/27/2017 09:53	Add Attachment	Dungo, Vanessa	Case file titled [REDACTED] 11.26.17' dated 2017-11-27 17:53:15 added.	N/A

Case Number: 17343

Status: Resolved

Tags:

Request Type: Complaint

Customer: [REDACTED]
external customer
Las Vegas NV [REDACTED]
[REDACTED]

Location of Request: Las Vegas NV 89
Trustee District: District F
test: None

Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Email

Submitted By: Dungo, Vanessa
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: SCHOOL AND DISTRICT
INFORMATION>Academic Achievement;
Student Performance; School Performance
Region 1 (Region 1)

Secondary Owner: Richards, Rosanne

Date/Time Created: 11/29/2017 10:25

Date/Time Closed: 12/05/2017 14:26

Original Request

Name: [REDACTED]
Email: [REDACTED]
Student: [REDACTED]
Student ID: [REDACTED]
School: Spring Valley HS
PZ: 12

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Nov 28, 2017 at 4:57 PM
Subject: Re: [REDACTED]
To: Tam Larnerd <TCL937@interact.ccsd.net>

Thank you for your response.

Regarding [REDACTED] absence unexcused I have been into that school and taken care of that issue. When I came to the school and took care of the absence either someone did not do what they told me they did to take care of their absence or what. It is nice to hear that [REDACTED] is a graduate from Spring Valley high school but if [REDACTED] does not understand what he's teaching how does he expect the students to understand if he is also still learning yes I would appreciate if [REDACTED] other teacher [REDACTED] would be able to work with him as well as maybe helping those students in that class. Also [REDACTED] takes apex class third and fourth. Not after school. By you telling me that [REDACTED] is very aware of the diverse students that he work with what do you mean by that? I am sensing that you are trying to say because [REDACTED] has been absent is why she is not getting [REDACTED] math which I do not believe to be the case . yes I look forward to talking with whom ever is going to be able to help otherwise I will have to go ahead and go to the school board and Department of Education because this is not the first time I have had these problems with Spring Valley not just with my own child but as well as my [REDACTED] who went to Spring Valley and my [REDACTED] who wants to Spring Valley I don't know if there's a problem when it comes to students with the last name [REDACTED] or what but it's time to get to the bottom of it . Enjoy your field trip [REDACTED]

On Tue, Nov 28, 2017 at 4:26 PM Tam Larnerd <TCL937@interact.ccsd.net> wrote:

[REDACTED] writes:
Good afternoon

Ms. Pearson, my [REDACTED] has complained to me and to Senior Admin. several time about [REDACTED] math teacher. not wanting to help [REDACTED] when [REDACTED] ask for help. I have always told my children and other student to ask for help when they don't understand something. Now I understand this teacher is a long term sub. Is this Sub a math sub or just being used to have a adult in the classroom ? My [REDACTED] is a senior and I don't want a sub who maybe does not understand the work himself and or not willing or able to help the students. I look forward hearing from you on how we can fix this .
Thank you.

[REDACTED]

██████████

Thank you for your email. I was not aware of your ██████████ issues with the substitute teacher in her math class. Fortunately, ██████████ former math teacher is still her on campus, now working as our graduation advocate. I will ask him to work closely with ██████████ to help him meet the needs of the students. While ██████████ does have a bachelor's degree in Physics, he is not a licensed math teacher, so I believe he is still learning strategies for helping students be successful.

Please also encourage your ██████████ to attend our Math Tutoring after school on Mondays, Tuesdays, and Wednesdays. This is a great resource to help all students who have math related questions. I believe ██████████ is enrolled in our after-school APEX class; however, if ██████████ checks in with the APEX instructor to let her know that ██████████ is going to the math lab for extra help, I'm sure that won't be a problem.

██████████ I am concerned with ██████████ attendance, which may be contributing to ██████████ questions in ██████████ math class. So far this year, ██████████ has accrued 16 absences in that class and only four of them have been excused. With our block schedule, missing 16 times is the same as missing a class 32 times because students only have each class every other day. Even if ██████████ masters the material and passes the class, which we all hope ██████████ does, ██████████ could still be denied credit due to the excessive number of ██████████ unexcused absences.

Please know that I am actively trying to hire a well qualified, licensed math teacher to replace ██████████ but as of today, have had no luck. That's why I'm glad we at least have a substitute in the interim who has an extensive background in mathematics. Also, ██████████ is a Spring Valley graduate, so he is familiar with the diverse needs of the community we serve.

I have cc'd Mr. Stack, the administrator who works directly with the math department. I've asked him to reach out to you tomorrow, as I am leaving for a field trip to CA.

Take care,

Tam Larnerd, Principal
Spring Valley High School

702-799-2580 x4100

**NEW EMAIL ADDRESS AS OF 12/1/17: larnetc@nv.ccsd.net

Customer Communications *

From	Text	Date
Appleyard, Nancy	Send an Email TO: ██████████ CC: BCC: Date: 11/30/2017 Subject: RE: Clark County School District case number 17343 Good afternoon, Please contact the Performance Zone 12 office at 702-799-2640, so that I can gather additional information regarding your concern. Thank you. Nancy Appleyard Administrative Secretary I Performance Zone 12	11/30/2017 12:46

On 11/29/2017, Sonja Palmer wrote:

Name: [REDACTED]
Email: [REDACTED]
Student: [REDACTED]
Student ID: [REDACTED]
School: Spring Valley HS
PZ: 12

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Nov 28, 2017 at 4:57 PM
Subject: Re: [REDACTED]
To: Tam Larnerd

Thank you for your response.

Regarding [REDACTED] absence unexcused I have been into that school and taken care of that issue. When I came to the school and took care of the absence either someone did not do what they told me they did to take care of their absence or what. It is nice to hear that [REDACTED] is a graduate from Spring Valley high school but if [REDACTED] does not understand what he's teaching how does he expect the students to understand if he is also still learning yes I would appreciate if [REDACTED] other teacher [REDACTED] would be able to work with him as well as maybe helping those students in that class. Also [REDACTED] takes apex class third and fourth. Not after school. By you telling me that [REDACTED] is very aware of the diverse students that he work with what do you mean by that? I am sensing that you are trying to say because [REDACTED] has been absent is why [REDACTED] is not getting [REDACTED] math which I do not believe to be the case . yes I look forward to talking with whom ever is going to be able to help otherwise I will have to go ahead and go to the school board and Department of Education because this is not the first time I have had these problems with Spring Valley not just with my own child but as well as my [REDACTED] who went to Spring Valley and my [REDACTED] who wants to Spring Valley I don't know if there's a problem when it comes to students with the last name [REDACTED] or what but it's time to get to the bottom of it . Enjoy your field trip
[REDACTED]

On Tue, Nov 28, 2017 at 4:26 PM Tam Larnerd wrote:

[REDACTED] writes:
Good afternoon

Ms. Pearson, my [REDACTED] has complained to me and to Senior Admin. several time about [REDACTED] math teacher. not wanting to help [REDACTED] when [REDACTED] ask for help. I have always told my children and other student to ask for help when they don't understand something. Now I understand this teacher is a long term sub. Is this Sub a math sub or just being used to have a adult in the classroom ? My [REDACTED] is a senior and I don't want a sub who maybe does not understand the work himself and or not willing or able to help the students. I look forward hearing from you on how we can fix this .
Thank you.

[REDACTED]

[REDACTED]

Thank you for your email. I was not aware of your [REDACTED] issues with the substitute teacher in [REDACTED] math class. Fortunately, [REDACTED] former math teacher is still her on campus, now working as our graduation advocate. I will ask him to work closely with [REDACTED] to help him meet the needs of the students. While [REDACTED] does have a bachelor's degree in Physics, he is not a licensed math teacher, so I believe he is still learning strategies for helping students be successful.

Please also encourage your [REDACTED] to attend our Math Tutoring after school on Mondays, Tuesdays, and Wednesdays. This is a great resource to help all students who have math related questions. I believe [REDACTED] is enrolled in our after-school APEX class; however, if [REDACTED] checks in with the APEX instructor to let her know that [REDACTED] is going to the math lab for extra help, I'm sure that won't be a problem.

██████████ I am concerned with ██████████ attendance, which may be contributing to ██████████ questions in ██████████ math class. So far this year, ██████████ has accrued 16 absences in that class and only four of them have been excused. With our block schedule, missing 16 times is the same as missing a class 32 times because students only have each class every other day. Even if ██████████ masters the material and passes the class, which we all hope ██████████ does, ██████████ could still be denied credit due to the excessive number of her unexcused absences.

Please know that I am actively trying to hire a well qualified, licensed math teacher to replace ██████████ but as of today, have had no luck. That's why I'm glad we at least have a substitute in the interim who has an extensive background in mathematics. Also, ██████████ is a Spring Valley graduate, so he is familiar with the diverse needs of the community we serve.

I have cc'd Mr. Stack, the administrator who works directly with the math department. I've asked him to reach out to you tomorrow, as I am leaving for a field trip to CA.

Take care,

Tam Larnerd, Principal
Spring Valley High School

702-799-2580 x4100

**NEW EMAIL ADDRESS AS OF 12/1/17: larnetc@nv.ccsd.net

Caruso, Joe

Send an Email

TO: ██████████
CC:
BCC:
Date: 11/29/2017
Subject: RE: Clark County School District case number 17343

11/29/2017 12:16

Good afternoon,

Superintendent Skorkowsky has asked me to respond to your e-mail. I have forwarded your e-mail to the Academic Unit for their review and investigation into your concerns. The Academic Unit directly supervises Spring Valley High School and will be able to assist you. Additionally, the Academic Unit may be contacted directly at (702) 799-5475.

Thank you for contacting the Office of the Superintendent.

Joe Caruso
Special Assistant to the Superintendent/
Liaison to the Board of School Trustees
Office of the Superintendent
Clark County School District
5100 W. Sahara Avenue
Las Vegas, Nevada 89146
Tele: 702.799.5310
Fax: 702.799.5125
E-mail: jjcaruso@interact.ccsd.net

On 11/29/2017, Sonja Palmer wrote:

Name: ██████████
Email: ██████████
Student: ██████████
Student ID: ██████████

School: Spring Valley HS
PZ: 12

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Nov 28, 2017 at 4:57 PM
Subject: Re: [REDACTED]
To: Tam Larnerd

Thank you for your response.

Regarding [REDACTED] absence unexcused I have been into that school and taken care of that issue. When I came to the school and took care of the absence either someone did not do what they told me they did to take care of their absence or what. It is nice to hear that [REDACTED] is a graduate from Spring Valley high school but if [REDACTED] does not understand what he's teaching how does he expect the students to understand if he is also still learning yes I would appreciate if her other teacher [REDACTED] would be able to work with him as well as maybe helping those students in that class. Also [REDACTED] takes apex class third and fourth. Not after school. By you telling me that [REDACTED] is very aware of the diverse students that he work with what do you mean by that? I am sensing that you are trying to say because [REDACTED] has been absent is why [REDACTED] is not getting [REDACTED] math which I do not believe to be the case . yes I look forward to talking with whom ever is going to be able to help otherwise I will have to go ahead and go to the school board and Department of Education because this is not the first time I have had these problems with Spring Valley not just with my own child but as well as my [REDACTED] who went to Spring Valley and my [REDACTED] who wants to Spring Valley I don't know if there's a problem when it comes to students with the last name [REDACTED] or what but it's time to get to the bottom of it . Enjoy your field trip
Sonja Palmer

On Tue, Nov 28, 2017 at 4:26 PM Tam Larnerd wrote:

[REDACTED] writes:
Good afternoon

Ms. Pearson, my [REDACTED] has complained to me and to Senior Admin. several time about [REDACTED] math teacher. not wanting to help [REDACTED] when [REDACTED] ask for help. I have always told my children and other student to ask for help when they don't understand something. Now I understand this teacher is a long term sub. Is this Sub a math sub or just being used to have a adult in the classroom ? My [REDACTED] is a senior and I don't want a sub who maybe does not understand the work himself and or not willing or able to help the students. I look forward hearing from you on how we can fix this .
Thank you.

[REDACTED]

[REDACTED]

Thank you for your email. I was not aware of your [REDACTED] issues with the substitute teacher in her math class. Fortunately, [REDACTED] former math teacher is still her on campus, now working as our graduation advocate. I will ask him to work closely with [REDACTED] to help him meet the needs of the students. While [REDACTED] does have a bachelor's degree in Physics, he is not a licensed math teacher, so I believe he is still learning strategies for helping students be successful.

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[REDACTED] I am concerned with [REDACTED] attendance, which may be contributing to her questions in her math class. So far this year, she has accrued 16 absences in that class and only four of them have been excused. With our block schedule, missing 16 times is the same as missing a class 32 times because students only have each class every other

day. Even if she masters the material and passes the class, which we all hope she does, she could still be denied credit due to the excessive number of her unexcused absences.

Please know that I am actively trying to hire a well qualified, licensed math teacher to replace Mr. Ramirez, but as of today, have had no luck. That's why I'm glad we at least have a substitute in the interim who has an extensive background in mathematics. Also, Mr. Peart is a Spring Valley graduate, so he is familiar with the diverse needs of the community we serve.

I have cc'd Mr. Stack, the administrator who works directly with the math department. I've asked him to reach out to you tomorrow, as I am leaving for a field trip to CA.

Take care,

Tam Larnerd, Principal
Spring Valley High School

702-799-2580 x4100

**NEW EMAIL ADDRESS AS OF 12/1/17: larnetc@nv.ccsd.net

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

From	Case Supporter	Note	Date
Appleyard, Nancy	No	<p>Subject: New notes have been added to case #17343 TO: lbarker@interact.ccsd.net CC: BCC: Attachments:</p> <p>11/29/17: When Appleyard contacted Ms. Palmer to explain that Mr. Stack would not call her until 11/30/17, Ms. Palmer stated that her daughter had sought help from Mr. Ramirez. He and other teachers stated that they would be available to assist Alyssa with her math. Ms. Appleyard also recommended that Alyssa try the math tutoring program after school.</p> <p>12/5/17: Mr. Stack tried to contact Ms. Palmer 7 times via telephone and multiple times via e-mail. She has not responded to any of the attempts. Case is being closed as no response has been made.</p> <p>Nancy Appleyard Administrative Secretary I Performance Zone 12</p>	12/05/17 14:26
Appleyard, Nancy	No	<p>Subject: RE: Sonja Palmer SCHOOL AND DISTRICT INFORMATION>Academic Achievement; Student Performance; School Performance TO: lbarker@interact.ccsd.net, ggstack@interact.ccsd.net CC: BCC: Attachments:</p> <p>Good afternoon,</p>	11/30/17 13:10

The following concern is being forwarded to you as you are mentioned in the conversation, and Mr. Larned is out of the building. Thank you.

Dear Principal/Office Manager,

Please refer to the below concern regarding your school. Please contact the parent as soon as possible and update me, 'reply sender', with any notes/resolution. Parent/student information can be found below.

Thank you,

Nancy Appleyard, Academic Unit

Parent Information:

Sonja Palmer

702-835-2020

RE: Alyssa Wilson
1003265

Nancy Appleyard

Administrative Secretary I

Performance Zone 12

*Barker, Lucretia No

Subject: Case #17343

11/29/17 15:11

TO: larsen@interact.ccsd.net

CC: rerichards@interact.ccsd.net, nmappleyard@interact.ccsd.net,
lbarker@interact.ccsd.net

BCC:

Attachments:

Hello,

On behalf of Dr. Barton, please address the following concern received in the Superintendent's Office. Please send your response to Rosanne Richards and copy myself at which time the concern can be closed.

Thank you.

Christie Barker, Office Assistant

Academic Unit

5100 West Sahara Avenue

Las Vegas, NV 89146

Phone: 702-799-5475

WAN: 0015-5565

Fax: 702-799-5199

Barkel@nv.ccsd.net

CASE ID#: 17343

Customer: Sonja Palmer

Performance Zone:PZ12

School Name: Spring Valley HS

Student: Wilson, Alyssa

Student ID:

Phone:

Email: ohiosonja@gmail.com

Original Request

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Collaborator	Appleyard, Nancy	applenm@nv.ccsd.net	702-799-2668
Past Owner	Caruso, Joe	carusjj@nv.ccsd.net	(702) 799-5830
Past Owner	Dungo, Vanessa	dungov@nv.ccsd.net	
Submitter	Dungo, Vanessa	dungov@nv.ccsd.net	
Case Supporter 1	Larsen-Mitchell, Brenda	LARSEBK@nv.ccsd.net	
Case Supporter 2	Stack, Gregory	STACKGG@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
11/29/2017 10:26	Palmer, Sonja 11.28.17		Dungo, Vanessa	17.0 KB

Activity History



Date	Event	Who	Description	Link
12/05/2017 14:26	Change Status	Appleyard, Nancy	Change status from: Pending to: Resolved	N/A
11/29/2017 15:11	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
11/29/2017 15:08	Add Collaborator	*Barker, Lucretia	Added Nancy Appleyard as a case collaborator.	N/A
11/29/2017 12:16	Reassign Secondary	Caruso, Joe	Secondary Owner reassigned from Dungo, Vanessa to Richards, Rosanne	N/A
11/29/2017 12:16	Reassign Primary	Caruso, Joe	Primary Owner reassigned from Caruso, Joe to Barker, Lucretia	N/A
11/29/2017 10:26	Add Attachment	Dungo, Vanessa	Case file titled 'Palmer, Sonja 11.28.17' dated 2017-11-29 18:26:36 added.	N/A


Case Number: 17090

Status: Resolved

Tags:

Request Type: Complaint

Customer: Kendrick, Kris
  former student
external customer
kristopherkendrick129@yahoo.com

Location of Request:  Las Vegas NV 89
Facility: N/A

Case is associated to: [Associate Member](#)

Student ID: Not Applicable

Name of member's school: Not Applicable

Preferred Contact Method: Email

Submitted By: Dungo, Vanessa
employee

Primary Owner: *Barker, Lucretia

Submission Channel: Citizen mobile app

Topic: COMPLAINT/ CUSTOMER
SERVICE>Performance Zones PZ1 (N/A 1)

Secondary Owner: Richards, Rosanne

Date/Time Created: 11/06/2017 10:51

Date/Time Closed: 11/08/2017 07:33

Original Request

Hi my name is KK
I was wondering are the Performance zones going to be reorganized soon
I believe that some schools if their close to each other should be in the same zone
Like Mojave and Legacy high school should both be in performance Zone 2
And Coronado and Liberty should be in Zone 11 they are close to each other
Palo verde and spring valley should be in zone 12.

Associate superintendents and zones
I believe there should be more associates because the district is growing.
There should be at least 4 to 6 assistant principals at every high school to help out because they are growing

Email: kristopherkendrick129@yahoo.com

Customer Communications *

From	Text	Date
Caruso, Joe	<p>Send an Email TO: kristopherkendrick129@yahoo.com CC: BCC: Date: 11/06/2017 Subject: RE: Clark County School District case number 17090</p> <p>Good afternoon,</p> <p>Superintendent Skorkowsky has asked me to respond to your e-mail. I have forwarded your e-mail to the Academic Unit for their review and investigation into your concerns. The Academic Unit is the appropriate Division to respond to your e-mail and will be able to assist you. Additionally, the Academic Unit may be contacted via phone at (702) 799-5475.</p> <p>Thank you for contacting the Office of the Superintendent.</p> <p>Joe Caruso Special Assistant to the Superintendent/ Liaison to the Board of School Trustees Office of the Superintendent Clark County School District 5100 W. Sahara Avenue Las Vegas, Nevada 89146 Tele: 702.799.5310 Fax: 702.799.5125 E-mail: jjcaruso@interact.ccsd.net</p>	11/06/2017 16:01

On 11/06/2017, Kris Kendrick wrote:

Hi my name is KK
I was wondering are the Performance zones going to be reorganized soon
I believe that some schools if their close to each other should be in the same zone
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There should be at least 4 to 6 assistant principals at every high school to help out because they are growing

Email: kristopherkendrick129@yahoo.com

* Customer Communications are visible on the customer's case status page.

Internal Activity

Internal Notes

No records for internal activities found

Tasks

Close task Due Subject Assigned By Assigned To Status

Case Contacts

Role	Name	Email	Phone
Primary Owner	*Barker, Lucretia	barkel@nv.ccsd.net	
Secondary Owner	Richards, Rosanne	richare@nv.ccsd.net	
Past Owner	Caruso, Joe	carusjj@nv.ccsd.net	(702) 799-5830
Past Owner	Dungo, Vanessa	dungov@nv.ccsd.net	
Submitter	Dungo, Vanessa	dungov@nv.ccsd.net	

Attachments

Date	Title	Description	Attached By	Size
11/08/2017 07:33	Rosanne Response		*Barker, Lucretia	91.8 KB
11/06/2017 10:53	Kendrick, Kris 11.03.17		Dungo, Vanessa	12.0 KB

Activity History

Date	Event	Who	Description	Link
11/08/2017 07:33	Change Status	*Barker, Lucretia	Change status from: Pending to: Resolved	N/A
11/08/2017 07:33	Add Attachment	*Barker, Lucretia	Case file titled 'Rosanne Response' dated 2017-11-08 15:33:12 added.	N/A
11/07/2017 07:51	Change Status	*Barker, Lucretia	Change status from: New to: Pending	N/A
11/06/2017 16:01	Reassign Secondary	Caruso, Joe	Secondary Owner reassigned from Dungo, Vanessa to Richards, Rosanne	N/A
11/06/2017 16:01	Reassign Primary	Caruso, Joe	Primary Owner reassigned from Caruso, Joe to Barker, Lucretia	N/A

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